NEWS RELEASE

FieldAware and Mitel Bring Real-Time Mobile Communications to Field Service Organizations

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New Offering Enables Service Organizations to Deliver Enhanced, Premium Experience to Customers
FieldAware, the leader in made-for-mobile, cloud-based field service automation solutions, and Mitel® (Nasdaq:MITL) (TSX:MNW), a global leader in real-time business, cloud and mobile communications, demonstrate new mobile communications to field service organizations. The integration of Mitel's mobile, real-time communications, cloud communications and contact center technology with FieldAware's cloud-based mobile field service management solution enables large service businesses to offer a higher level of service to customers. The joint technology development was announced today at the Mitel Next event in Berlin and is the first product from Mitel Embedded Communications, part of the newly-formed Mitel Accelerator.

"Mitel's real-time communications technology combined with our field service automation solutions bring service businesses an entirely new way to easily communicate across the organization and with customers, creating a richer customer experience," said Charles Jackson, CEO of FieldAware. "We are thrilled to be working with Mitel and as a result enabling our customers to deliver the best possible service to their customers."

"FieldAware has revolutionized how service companies leverage their workforce to better serve customers," said Joshua Haslett, Vice President and General Manager, Mitel Embedded Communications. "Together, we're now able to enhance the customer experience through real-time communications, enabling the workflow from the customer service personnel to the field technician delivering first-call resolution which improves overall service."

By adding the new functionality to the FieldAware solution, customers can:

- Manage Work Orders End-to-End: With the estimated-time-of-arrival (ETA) feature, throughout the entire process—from service request to job completion—real-time communications and location technologies are automated to inform the customer of service trigger events (enroute to job, delays, at site, etc.). Service workers simply use their mobile device and tap to connect with staff in the back office to inform them of decisions and speed service delivery. Communications are also automatically entered in contact center and CRM systems.
- Respond Better to Urgent Customer Requests: When an urgent service request is received, the intelligent dispatch capability leverages real-time communications, combined with presence and location functionality, to enable the service business to locate the right service worker, respond to the request quickly and ultimately resolve the issue faster. Communications between the back office, the service worker and the customer provide real-time status updates and all communications automatically become part of the customer record.
- Upsell During Service Calls: The find-an-expert feature leverages real-time communications, including voice, messaging and video-calling with presence to enable service workers to communicate with remote sales agents or connect with experts. A sales agent can help the customer make informed purchase decisions on the spot while the expert ensures problems get resolved during the first visit. All communications are documented and captured in the customer's service record.

The new functionality will be available in the FieldAware solution in Q2 2016.

FieldAware's made-for-mobile solutions provide field personnel with mobile tools that increase their productivity, generate more revenue and turn customers into brand advocates. Its web-based back office functions are built on a flexible, cloud-based architecture with unlimited configurable fields that can accommodate virtually any business process. FieldAware's solution is integrated with the leading CRM, ERP and accounting systems and easily integrates with a business's custom back office applications.

About FieldAware
FieldAware is re-shaping the field service industry. Its field service management software is easy to use and built with incredible flexibility - a combination that enables field service organizations to better serve their customers and outperform the competition. The FieldAware software was architected as a cloud-based, native mobile platform. It works seamlessly with a business's existing applications, and has no incumbent legacy technologies to modify or migrate from. FieldAware combines its software with the industry's best professional and support services, enabling companies to take full and rapid advantage of the power of mobility. For more information, visit **fieldaware.com**. FieldAware Contact: Matt Burke, **matt.burke@fieldaware.com**, (603) 315-0618